

## **GARDEN HOUSE HAARLEM**

### **HOUSE RULES**

Please feel welcome and at home in Garden House Haarlem. You may have noticed that there are no signs here saying what you can and can't do. We trust that you use your common sense and respectfully treat our belongings. What does that mean? Please read the following rules.

#### **Luggage and Checking in/out**

*Check-in* is possible starting at 14.00 pm, in agreement. Identification is required.

*Check-out* on the day of departure before 11.00 am.

*Luggage* can usually either be brought earlier or picked up later, please discuss this with us in advance.

#### **Payment**

Payment is either in cash *on arrival*, or (partially) transferred to our bank account before arrival. Our rates include both city tax (2015: € 3,25 pppn) and the cleaning after departure. However, it does not include the fee for the optional breakfast.

#### **Cancellation**

We do not charge you for cancelling more than two weeks in advance. If you cancel within two weeks of your reservation, we will charge you 50% of the fee. If you do not show up on the day of your reservation, we will charge you the full fee.

#### **Sleeping**

In Garden House Haarlem, you sleep on a mezzanine, which is reached via a narrow staircase. If you feel that this will be a problem for you, or if you feel uncomfortable sleeping on the mezzanine, please let us know in advance, so that we can provide a suitable alternative on the ground floor.

#### **Peace and Quiet**

Garden House Haarlem is located in a peaceful neighbourhood, so please take this into consideration and keep noise to a minimum between 22.00 pm and 8.00 am. If you feel like going out, there is a vibrant nightlife in the Haarlem city centre to accommodate you.

#### **Fire and Risk**

Garden House Haarlem has been constructed out of wood and is therefore *at risk of burning*. Moreover, the Garden House is situated close to our original home, which was built out of wood in 1921. Therefore, we ask you to be *very careful* with fire. Burning candles or tea lights downstairs is not a problem. Take care to extinguish all candles or other fire before you leave the house, even for a short time. This also applies when using the wood-burning stove, which you are allowed to use after we have instructed you in its use. Please do not burn candles or other fire on the mezzanine. There is a fire alarm and extinguisher present in the house. Raise alarm when there is a fire; let us know immediately and inform the fire department (call 112). The flight routes are through either the sliding doors or the front door.

#### **No Smoking**

There is no smoking inside Garden House Haarlem, but it is allowed on the terrace. Please dispose of your cigarettes in an appropriate way, and take care when throwing them in the bin or container (fire hazard). The fine for smoking inside the house is € 200,-.

### **No Drugs**

There are plenty of coffee shops in the city centre to accommodate you if you feel like buying or using soft drugs. Using these drugs is not allowed in and around the Garden House. If this rule is violated, we will ask you to leave immediately with no refund.

### **Visitors and Overnight Guests**

Visitors and overnight guests are not allowed without first consulting with us.

### **Using our Things**

On arrival we will provide instruction for all the appliances in the Garden House and provide you with the *WIFI password*. The *wood-burning stove* can be used after our instruction. If you leave the Garden House, please close all windows and doors. When the sun is shining, you can lower the sun screen, take care to retract the sun screen when you leave, since it is vulnerable to both wind and rain.

Is there *anything* that you need? Or do you feel that we are missing something? Please let us know and we might be able to provide it for you.

### **Theft and Damage**

We are not accountable for any theft or damage to your personal belongings. Are you responsible for damage to our belongings or the Garden House? Let us know as fast as possible. You will be charged for the replacement of the damaged belongings.

### **Cooking**

If you choose to provide your own breakfast, Garden House Haarlem provides a mini-fridge, a small oven, a microwave, water-boiler, coffee maker, orange press, tableware and cutlery for your convenience. We will also provide ample tea and coffee. You can warm up a meal in the microwave or heat up a meal in the oven, but *you cannot cook* in the Garden House.

### **Age**

Anyone above the age of 18 is very welcome in our Garden House. Children above the age of 12 are also more than welcome under the supervision of an adult.

### **Pets**

*Sadly, no!* We, - and our old, small dog Bibo - cannot allow any pets to stay over.

### **Information**

In Garden House Haarlem you will find *information* on the city and its surroundings. There is information regarding bicycle and hiking routes, great restaurants, shops, museums, etc. You can also ask us for advice, which we are happy to give you.

### **Cleaning**

Our rates include the cost of cleaning. We will clean the Garden House after your departure and trust that you leave the space in the state in which it was when you arrived. Are you staying for a longer period and would you like cleaning done or clean sheets/towels? Please let us know.

### **Complaints**

We try our best to make your stay as enjoyable as possible in our tiptop Garden House. If you feel that something is missing or not in order, *please let us know*, and we will try to find an appropriate solution.